

**Title:** MSC Type Desk Workshop

**Description:**

The purpose of the workshop is to explore the challenges and issues MSC N75X Type Desks encounter during their day-to-day activities, as well as explore possible solutions. Type Desks encounter a variety of complex challenges and issues during the course of their day-to-day activities. Recognizing and understanding these challenges and issues, and implementing potential solutions is essential for ensuring Type Desks can fulfill their assigned duties and responsibilities in an effective, efficient, and uniform manner.

**Objectives**

The objectives of the workshop are to:

- Identify and prioritize the major challenges and issues Type Desks encounter in the day-to-day performance of their duties and responsibilities.
- Identify and prioritize potential solutions for the preceding major challenges and issues.

**Workshop Date / Time**

Friday, April 12, 2019, 0700 – 1500

**Workshop Location**

Emprise Corporation office, 700 Independence Parkway, Suite 300, Chesapeake, VA.

**Workshop Facilitator**

Gary Fields (Emprise Corporation)

**Attendees**

Participation in this workshop is limited to MSC N75X Type Desks, Assistant Type Desks, or SPEs (as deemed applicable by N75)

**Agenda**

0700 - 0715	Opening remarks (Nick Ritz)
0715 - 0730	Review workshop problem statement, objectives, and ground rules
0730-1100	Brainstorming, affinity diagram, and multivoting exercises to identify and prioritize the major challenges and issues Type Desks encounter during the day-to-day performance of their duties and responsibilities
1100-1200	Lunch
1200 - 1445	Brainstorming, affinity diagram and multivoting exercises to identify and prioritize potential solutions for the major challenges and issues Type Desks encounter during the day-to-day performance of their duties and responsibilities
1445-1500	Workshop wrap-up

